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CANTERBURY LANGUAGE ACADEMY

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Updated January 2022

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Welcome

We are very pleased to welcome you to Canterbury Language Academy. Our School is centrally located – right in the centre of Sydney and close to Central Railway Station, Central Bus Services, Darling Harbour, Chinatown, and the wonderful shopping areas of Central Sydney.

Canterbury Language Academy is located in one of the world's most beautiful and exciting cities. Whatever you enjoy – cafes, sightseeing, shopping, sport or the beach, Sydney can provide the best! Sydney is a perfect base for exploring other parts of Australia, for example the Great Barrier Reef, the Blue Mountains and Australia's capital, Canberra.

We think you will agree that the school offers an excellent learning environment in a very convenient location. The building is modern and well equipped with a wide range of facilities which include computer laboratories, a student lounge with vending machines, dining facilities, TV, DVD, sound system, centralised air-conditioning, and heating, two kitchens with microwaves, kettles, and a refrigerator.

Our students come from many different parts of the world and may have learned English by various methods. Our aim is to help you develop your English so that you can communicate easily, confidently, and effectively in many different situations. We hope you will make the most of your time with us and that you will make new friends and get to know Sydney and other parts of Australia. Please take advantage of the dynamic international environment and enjoy your stay with us.

Canterbury Language Academy Staff

Campus Directors

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Mr. Shailendra (Nick) Kumar	nick@usqsydney.nsw.edu.au

Director of Studies and Counselling Services

Mr. Afonso Caxala	Dos@canterburyla.com.au
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Marketers

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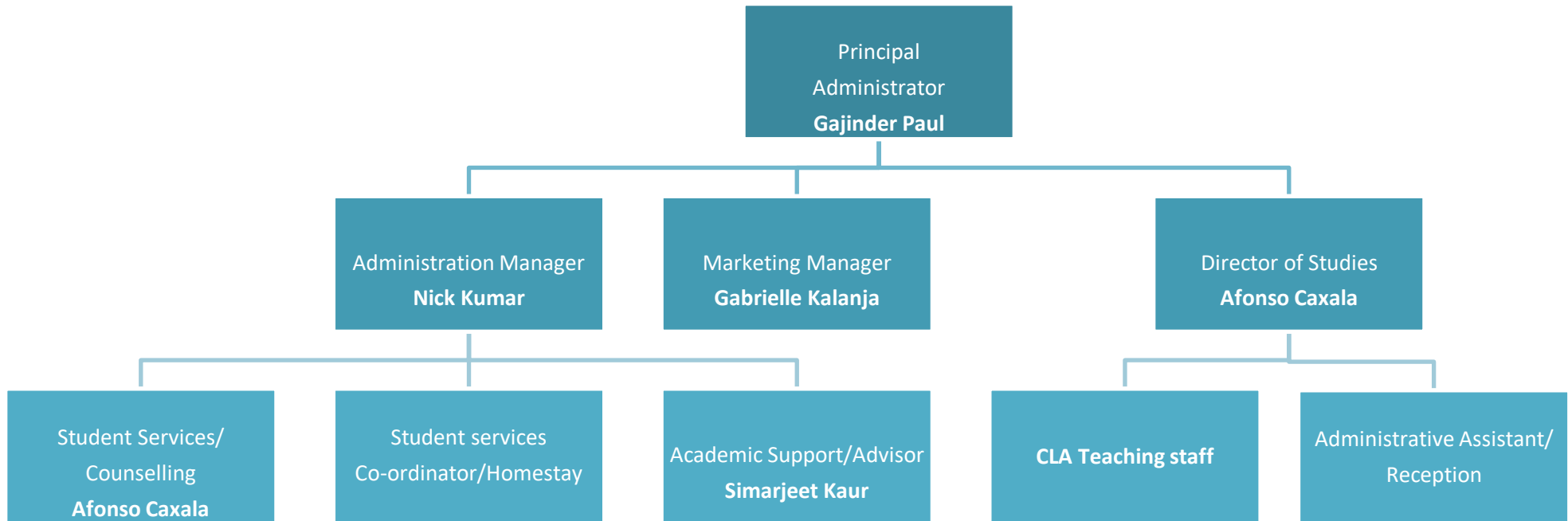
Reception & Student Services/Onshore Admissions

Ms. Gabrielle Kalanja (temporary)	reception@canterburyla.com.au
Ms Shanti Paudyal (part-time)	shanti@usqsydney.nsw.edu.au

Airport Pickup (if required)

Mr. Nav Mago (Manu)	manu@canterburybc.com.au
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Canterbury Language Academy Organisational Chart



Courses

CLA offers a variety of General English, Exam and English for Academic Preparation (EAP) courses. These include Elementary to Advanced General English Courses, IELTS Exam Preparation Course and English for Academic Preparation Course.

General English

The General English program includes Elementary to Advanced English that is to be completed over a period of 50 weeks. A student successfully completing an Advanced General English course is believed to possess the proficiency equivalent to an IELTS Score of 6.0.

You are required to have a textbook if studying General English. We rent the prescribed textbook to students if they do not wish to purchase the book. If you borrow the book, you must not write in or damage the book and it must be returned to CLA on completion of their course/level. **If the book is not returned or should there be damages to the book upon return, CLA will charge the cost of the book which is \$65.**

Students wishing to pursue diploma studies at CBC or CTI must successfully complete CLA's Upper-intermediate course. Should a student fail the course, it is required that the student do more English at CLA (as indicated by the DOS) or sit an independent IELTS Test and obtain the score required by CEG or USQ Sydney.

EAP Program

It is CLA's requirement that all students undertaking their principal courses at Canterbury Business College (CBC), Canterbury Technical Institute (CTI) or University of Southern Queensland-Sydney (USQ) successfully complete an EAP course. The EAP program consists of 4 courses as follows:

- PRE-EAP (successful completion is equivalent to an IELTS score of 5.0)
- EAP 1 (successful completion is equivalent to an IELTS score of 5.5)
- EAP 2 (successful completion is equivalent to an IELTS score of 6.0)
- EAP 3 (successful completion is equivalent to an IELTS score of 6.5)

Should a student fail the course it is required that the student do more English at CLA (as indicated by the DOS) or sit an independent IELTS Test and obtain the score required by CEG or USQ Sydney.

Orientation

“What happens on my first day at Canterbury Language Academy?”

On your first day at CLA, you attend an orientation from 9am to 12:30pm. We recommend that you be at the school at 8:45. The Orientation's timetable is as follows:

Orientation Timetable	
09:00-09:10	Welcome/Orientation
09:10-09:30	Course Registration and other forms
09:30-11:00	Placement test
11:00-11:30	BREAK
11:30-12:15	CLA Presentation
12:15-12:45	School Tour and Meet students and teachers
12:45-13:15	Local area tour & Goodbye

All commencing students will undertake a test at 09:30am to check their level of English. Testing takes 90 minutes and includes 4 sections: Grammar, Reading & Vocabulary, Writing and Speaking & Listening (short interview). The next day, the Director of Studies places the new EAP students into their respective classes as defined in the enrolment process, and the General English or IELTS Preparation course students into a class suitable for their level based on the results of the placement test. Your lessons will usually be in one of our spacious, bright, and well-equipped classrooms.

You should come to school every day. If for some reason you cannot come to school one day, tell your teacher beforehand. However, the teacher will not mark you present if you are absent.

Please do not ask your teacher to do that.

Sometimes, there could be problems with public transport. Try your best not to be late. If you are more than 15 minutes late in the morning, then wait until the next break before you go to class.

“What happens at the end of my course?”

Upon successful completion of all tasks and test required of your course, you will receive:

- For EAP courses, a certificate as well as a letter for the other providers stating your academic level of proficiency and the study period
- For General English courses, a certificate stating your language ability in listening, speaking, reading, and writing skills with a particular level of proficiency
- For IELTS courses, a certificate stating your language ability in all macro skills with percentages.

The School

The School is located on Level 4, 29-37 Bellevue Street, Surry Hills, Sydney.

Most of the classes take place on Level 4, but from time to time on Level 5. Reception, Marketing and most Academic and Student Services are also located on Level 4. There are boiling water facilities if needed. A cold-water dispenser is also available for your use on level 4.

On Level 5, the student room has vending machines from which you can buy cold drinks and snacks.

The computers have a range of programs for English study and are all connected to the internet. The Computers are available for personal use every day from 8:30am and during lesson breaks and after classes. Priority for these computers will be for students who are using them for learning English. These computers are located on Level 4 in the room next to Reception.

Go to reception if:

- You want to enrol in another course or extend your present course
- You have any general enquiries that your teacher cannot help you with
- You want to pick up a student card
- You need to pay school fees, home stay fees
- You need help to open a bank account
- You need a student visa and a tax file number. Tax Office information and applications for a tax file number can be found/made on this website: www.ato.gov.au.
- You are in General English (GE) and borrow a textbook for class. We rent the prescribed textbook to students if they do not wish to purchase the book for General English. If you wish to purchase the book – the cost is \$65.

Your Timetable:

Day Shift Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00am – 10:45am	Lesson 1	Lesson 1	Lesson 1	Lesson 1	Self-Study If required
10:45am – 11:00am	Morning Tea Break				
11:00am – 12:45pm	Lesson 2	Lesson 2	Lesson 2	Lesson 2	Self-Study If required
12:45pm – 1:15pm	Lunch Break				
1:15pm – 2:45pm	Lesson 3	Lesson 3	Lesson 3	Lesson 3	No Classes

Evening Shift Timetable

(Currently suspended until further notice)

	Monday	Tuesday	Wednesday	Thursday	Friday
4:30 pm – 06:30pm	Lesson 1	Lesson 1	Lesson 1	Lesson 1	Lesson 1
06:30pm– 06:45pm	Break				
06:45pm – 08:45pm	Lesson 2	Lesson 2	Lesson 2	Lesson 2	Lesson 2

Important Notice Regarding Novel Coronavirus (COVID-19)

The Novel Coronavirus or COVID-19 has affected all of us around the world. As with all institutions within Canterbury Education Group, CLA has adopted their plans and constantly will update students accordingly.

For specific concerns or enquiries, students are encouraged to speak with our Director of Studies (DoS) or send an email to dos@canterburyla.com.au.

What is COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in Wuhan City in China.

What are the Symptoms?

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience:

- fever
- symptoms such as coughing, a sore throat and fatigue
- shortness of breath

If you are concerned you may have COVID-19: seek medical attention.

If you do not have any symptoms, you should still protect yourself and others – please refer to the ‘CLA Procedures during COVID-19’ section in this handbook.

How does it spread?

The virus can spread from person to person through:

- close contact with an infectious person (including in the 24 hours before they had symptoms)
- contact with droplets from an infected person’s cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

Useful websites for further information about COVID-19 and current restrictions

Information from the Department of Home Affairs (DOHA)

<https://covid19.homeaffairs.gov.au/vaccinated-travellers>

Australia Travel Declaration (ATD)

<https://covid19.homeaffairs.gov.au/australia-travel-declaration>

Approved Vaccines

<https://www.tga.gov.au/international-covid-19-vaccines-recognised-australia>

Study NSW - Arrival into NSW

<https://www.study.sydney/return/pre-departure>

Study NSW - Student COVID-19 Help Hub

<https://www.study.sydney/programs/covid-19-help-hub>

Study NSW - Frequently Asked Questions

<https://www.study.sydney/return/frequently-asked-questions>

Health NSW – COVID-19 rules in NSW

<https://www.nsw.gov.au/covid-19/stay-safe/rules>

CLA Procedures during COVID-19

It is very important that students and staff follow rules implemented by CLA everyone's safety. **It is important to note that these rules may change depending on government requirements (NSW & Federal Government).**

Following the rules below will minimise the risk of infection to yourself and others while on campus:

1. **WASH YOUR HANDS - OFTEN:** Wash your hands often with soap and water for 20 seconds. Ensure you also dry your hands well using a paper towel. If you do not have access to soap and water, use an alcohol-based hand sanitiser which can be accessed at reception as well as in your classroom.
2. **COVER YOUR MOUTH/NOSE WHEN COUGHING OR SNEEZING:** Use a tissue and cover your mouth and nose when you cough or sneeze. Then get rid of the used tissue immediately in the bin. If you do not have a tissue – cough and sneeze into your elbow.
3. **WEAR A MASK:** while on campus and in public places such as when on public transport, indoors – e.g., supermarket, shopping centre etc. ***Mask wearing rules in NSW may change. Keep up to day on the NSW Government website: <https://www.nsw.gov.au/covid-19/stay-safe/rules/people-in-nsw>**
4. **KEEP HANDS AWAY FROM EYES, NOSE AND MOUTH:** Avoid touching your eyes, nose, and mouth with your hands.
5. **PLEASE MAINTAIN SOCIAL DISTANCE OF 1.5m:** Please keep your distance from each other of 1.5 meters or approximately 2 arm lengths both while on and off campus.
6. **IF YOU ARE TOLD TO MOVE FROM AN AREA ON CAMPUS OR IN THE CLASSROOM – PLEASE COMPLY**
Your teacher, CLA Administration staff and the Director of Studies have the right to ask you to separate from your group if you are not socially distancing. They also have the right to ask you

to leave a specific area if there is risk to your health. **This is for your safety and the safety of others on campus.**

7. PLEASE DO NOT CROWD AT RECEPTION OR NEAR THE LIFTS:

- **Lifts:** The maximum people allowed in the lift on campus is 2 people. As there are other schools on campus, there may be some delays in going up and down the lifts.
- **Reception:** There is a red line at reception where students/visitors are required to stand. Please do not lean or stand over the reception desk.

8. IF YOU ARE UNWELL – YOU MUST STAY AT HOME AND DO THE FOLLOWING:

1. Email the Director of Studies on dos@canterburyla.com.au and advise you are unwell. **Do NOT attend school, work, or other activities.**
2. You must take either a Rapid COVID-19 or a PCR COVID-19 test from a government testing centre. Please see link to find a centre close to your home - <https://www.nsw.gov.au/covid-19/stay-safe/testing/clinics#find-a-covid-19-testing-centre-in-nsw>
3. If your test comes back **positive** = you must inform the Director of Studies so work can be arranged for you to do from home. You must remain at home for 7 days and do another test on day 6. **You must NOT attend school, enter the campus, or go to your normal activities such as work. On day 6** = You must send a copy of negative test to the Director of Studies **before** you return to school.
4. If your test comes back **negative** = currently you are allowed to return to school/work/normal activities

CLA Student General Behaviour

Code of Student Conduct - The Code of Student Conduct at CLA aims to create a friendly and productive working environment, which is shared between students and staff.

All staff and other students to

- treat others with respect
- speak politely
- act courteously
- take care of CLA property

Punctuality - All students are required to be in the classroom at 9:00AM for day classes and 4:30PM for evening classes. If a student is more than 15 minutes late for any class session, he or she will be marked absent for that session. The absence is counted towards the 80% attendance requirement.

Cheating in tests - Cheating is serious and if you are caught, you will not be permitted to complete the test and you will fail the test.

Mobile Phones - Using mobile phones in the classroom is not allowed. You may only use it as a dictionary or for an educational purpose. If used as a distraction, the teacher will respectfully ask you to switch it off and put it away during class.

Smoking - Please note that “No Smoking” is allowed anywhere inside the school or within four (4) meters of the school. Students caught smoking may have to pay a fine because it is illegal. Please respect the law at all times.

Personal Hygiene - Students are reminded that due to the nature of close proximity in classrooms for extended periods of time, it is necessary to observe the basic rules of hygiene; namely bathing at least once a day AND using a deodorant and washing clothes frequently. Please respect the rights of your classmates and teachers to a pleasant working environment.

English Only Policy - CLA students must only speak English in classrooms and in the corridors. Speaking your first language is disrespectful to all those who paid money to study and improve their English. All staff will kindly remind you of the English Only policy when and if you are heard speaking your first language in CLA. The school reception is open from 8:30am to 6:00pm, Monday to Friday. It is closed on public holidays and during the Christmas vacation.

Accommodation

Share house – Share house information is sometimes sent to the school; such information is posted on the bulletin board should you wish to see what is available. Otherwise, the best place to look for this sort of accommodation is in the advertisements in the ‘Sydney Morning Herald’ on Saturdays.

Please note that the Department of Home Affairs requires schools to have all visa-holding students’ up to date contact details (In Australia). If you hold a student visa and you change your address, you are required by law to notify reception of your new details immediately. You are required to advise the school 7 days of any change of your contact details by filling out a ‘Change of Contact Details’ form.

Holidays

The School shuts down for Christmas holidays for 2-3 weeks in December/January each year. The Australian Government’s Department of Home Affairs does not allow students to take any other holidays during their course. Should you decide to take time off during your English course, please note that you will be marked absent from the school. This will affect your attendance (see below). Should a holiday be required for emergency reasons, a form can be completed at reception for submission to the Director of Studies (DoS).

If you are not going to be attending school, please inform Reception so that a note can be made.

Student Visa – extension

Your student visa is very important. If it expires, you will have to leave Australia. Go to Reception 2 to 4 weeks before your visa expires, and a staff member will tell you what to do. Do not forget that it is your responsibility, and the rules are very strict! If you are planning to extend your visa, you must have a minimum of 80% attendance. You must also show that you are a good student and that you are in Australia to study.

Attendance

- **Student visa holders are specifically required to attend a minimum of 80% of the course** for which they are enrolled.
- Attendance is recorded for each study period and updated on the student database weekly.
- If your attendance drops below 90%, you will receive a 1st warning letter and meet with the Director of Studies for counselling and to help you improve your attendance.
- Should attendance for the course drop below 85%, you will receive a 2nd warning letter and meet with the Director of Studies again to discuss your attendance and how we can help you to improve it.
- If your attendance falls under 80%, you will receive a 3rd and final warning letter to inform you of our intention to report you to the Secretary of Education. You will then have the right to access the Complaints and Appeals Procedure.
- You may appeal within 20 working days or otherwise be reported to Department of Home Affairs for failure to comply with the attendance requirements of your visa.
- In exceptional circumstances, for example illness or a death in the family, the college may excuse you on compassionate grounds. However, these instances would be dealt with on a case-by-case basis and documentary evidence, such as doctor's certificates, would be required.
- Failure to achieve 80% attendance overall, or between 70% And 80% with accepted compassionate grounds, may result in the cancellation of your visa by Department of Home Affairs.
- Your enrolment at the college shall continue as per your CoE while the appeal is being considered.

- If you are absent for 5 days in a row without notifying the college, you will be contacted by phone to find out why you have been absent and to counsel you about your attendance.
- Failure to attend for 7 consecutive days with no notification to the college may result in your course being terminated and being reported to Department of Home Affairs.

Course Progress Monitoring

Teachers constantly monitor your academic progress in the relevant programs. Teachers will advise you of any areas of concern and respond to any concerns you may have. There is a formal testing procedure in place every week and every 5 weeks, in which your academic skills in English are assessed.

Your teacher, and if necessary, the Director of Studies, will counsel you as required should you not be making satisfactory progress. In order to make a satisfactory progress, you must complete at least 50% of your course requirements. In the event that your teacher and the Director of Studies see that you could be "at risk" of failing to complete 50% of your course requirements, they will begin implementing the Intervention Strategy.

Intervention Strategy

CLA has an intervention strategy for any student who is not making satisfactory course progress. This strategy includes:

- contacting and counselling the student
- assisting the student to achieve satisfactory course progress.

The intervention strategy is implemented if a student begins a second study period and was deemed as achieving unsatisfactory progress in the first study period. Students will be notified by email, and if no reply is received within 2 working days, they will be notified by phone. Students will be requested to have a meeting with the Director of Studies to discuss their progress. In consultation with the student, the DOS may decide to provide any of the following:

- o one-to-one tutoring
- o additional homework
- o regular meetings with their teacher

Students, as part of the counselling process, are advised that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

Packaged Students Requiring Extension of English Course

Canterbury Language Academy (CLA) is a part of Canterbury Education Group (CEG) and has articulation with the following principal providers within CEG:

- Canterbury Business College (CBC) (CRICOS Provider Code: 01899K, RTO Code: 6554)
- Canterbury Institute of Management (CIM) (CRICOS Provider Code: 03809A, TEQSA ID: PRV14258)
- USQ Sydney Education Centre in association with Canterbury Institute of Technology (CRICOS Provider Code: 02225M)

To be able to study a principal program with these providers, you must meet their minimum English language entry requirements.

CLA Program Advanced English for Academic Study (EAP)	EAP Exit Level	CBC Entry	CIM Entry (Bachelor)	USQ Entry	
				Category 2 MPA MISP MCYS	Category 3 GCBU
EAP Preliminary	5.0 IELTS	NO	NO	NO	NO
EAP 1	5.5 IELTS	YES	NO	NO	NO
EAP 2	6.0 IELTS	YES	YES	YES – 66% min.	NO
EAP 3	6.5 IELTS	YES	YES	YES	YES – 66% min.

If you are in a packaged program with the above institutions and you **do not pass the minimum level required**. You may have to extend the number of weeks of English required.

If you have not passed the required level:

- a) You have to meet with the Director of Studies who will advise you how many additional weeks you need and who will do an intervention. This may mean more classes and/or extra homework may be given by the Director of Studies and/or your teacher to help you get to the level required for entry into your next program.
- b) You must fill out a new CLA Application form and include the number of additional weeks you need to study as advised by the Director of Studies and give it to CLA Reception.

- c) CLA Reception will issue you with a new offer letter with the additional weeks and advising on fees that are required to be paid.
- d) You must then sign the acceptance of offer and pay the required fees as stated on your letter of offer to CLA Reception to get a new Electronic Confirmation of Enrolment (eCoE)
- e) Once you have received your new Electronic Confirmation of Enrolment (eCoE), you are to start your extension course which will be monitored by the Director of Studies (DoS).

Complaints & Appeals Policy and Procedures

We hope you will be very happy here, however if you have a complaint or wish to discuss anything about your stay here in Sydney, please see the Director of Studies. The procedure to follow is on the wall in your classroom noticeboard.

Complaints & Appeals and Procedures Policy

Canterbury Language Academy wants all our students to study in a friendly and supportive environment. Canterbury Language Academy and its staff members will immediately act on any complaint that is received.

The Complaint / appeal may be a result of issues such as but not limited to:

- Course information, publicity, or advertising material
- Course fees information or relating to financial matters
- Program content or structure
- Equipment, teaching resources or program delivery
- Entry / selection procedures
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal
- Home stay

Procedures for complaints & appeals

The following procedure should be followed if you have a complaint about any aspect of your time at Canterbury Language Academy.

1. You should talk to your teacher first about your complaint.
2. If you are not satisfied with the teacher's response or have difficulty discussing matters with the teacher, you can go to the Student Services Officer or the Director of Studies to get help. You are welcome to bring a support person if you wish to.
3. If you are not happy with the results, you have the further right of appeal, to be done in writing, by completing a "complaint form" (from Reception) and submitting it to the Director of Studies.
4. The written statement will explain the issue and include all the relevant information.
5. The Director of Studies will respond to the complaint in writing, including the reasons for his decision, within 10 working days from the date of the complaint. The decision will be agreed with the Principal Administrator (PA) prior to informing you.
6. If you are not satisfied with the solution provided, you are advised to take the matter to an independent mediation board. The **Overseas Students Ombudsman** will listen to your complaint and make an independent decision. You can contact them through their website <http://www.oso.gov.au/>
7. The procedure for making a complaint should incur no extra financial cost to you, the student.
8. Canterbury Language Academy agrees to abide by any decision made by the independent mediation board and will act on any decision made immediately.
9. You may continue to attend classes for the duration of your course while the appeals process is taking place.
10. Each party may be accompanied and assisted by a support person at any relevant meetings.

Transfer to another provider

Students are generally not granted release to study at another provider while studying at CLA. Students can only be granted release to study at another provider after they have completed six (6) months of their principal course.

The 'principal course' is the students' **main program**. In many cases, this will be your final program on your student visa which you will graduate with (e.g., diploma, bachelor degree, master degree).

There are some circumstances in which the provider (CLA) can release students before completing six (6) months of their principal course including:

- The provider, or the course in which the student is enrolled has ceased to be registered.
- the provider has a sanction imposed on its registration by the ESOS agency that prevents the student from continuing their course with that provider
- If you are a student sponsored by your country's government to study in Australia - any government sponsor of the student considers the change to be in the students' best interests and has provided written support for the change.
- If you are unable to achieve satisfactory course progress at the level of study, after intervention from CLA. ***Please note that CLA can still refuse you a request for transfer if you are not genuinely engaging with CLA's intervention strategy with the intension of failing and being released.***
- If you have compassionate or compelling circumstances e.g., serious illness or injury (medical certificate required), death or injury of close family member (parent, grandparent – if possible, copy of death/medical certificate should be provided), a traumatic experience (involvement in/witnesses serious accident, crime etc. – police or psychologist report should be provided)
- If you cannot start studying due to delay in receiving a student visa.
- Where CLA fails to deliver the course as outlined in your written agreement (Acceptance of Offer/Student Handbook/Letter of Offer) – Evidence must be provided.
- There is evidence that the overseas student's reasonable expectations about their current course are not being met – Evidence must be provided.

- There is evidence you were misled by CLA or an education or migration agent regarding CLA or your course at CLA and the course is unsuitable for your study needs/objectives – Evidence must be provided.
- An appeal (internal or external) on another matter results in a decision or recommendation to release being made.

PROCEDURE

1. Fill a “student request form” from CLA stating your reasons why you wish to be released from CLA and attaching evidence (documents) which support your argument for release
2. CLA Administration will give this form to the Director of Studies for review.
3. Within ten (10) business days, the Director of Studies will meet with you and discuss their reasons for granting or refusing your release along with any intervention strategies if necessary.

IF GRANTED: Release will be reported via PRISMS to the Department of Home Affairs and advised to the student in writing with twenty (20) working days. This will also be documented in RTO.

IF REFUSED: The student will be informed in writing within ten (10) working days of receiving initial request. This will also be reported via PRISMS to the Department of Home Affairs and in RTO.

Work Permission

Students on a student visa are permitted to work up to a maximum of 40 hours per two weeks (40 hours per fortnight) during their course. There are no restrictions on work hours while the college is closed. This work should not be arranged during normal lesson times. In order to find work, you will need to apply for a tax file number. This can be done online, and the necessary web address is included in this handbook in the section on Important Contact Details for Students.

Health and Welfare

If you hold a student visa, you must be covered by Overseas Student Health Cover (OHSC) for the duration of your student visa. However, if you are on a student visa and have ordered your cover via CLA, the company we work with is Medibank Private. If you hold another type of visa, you are not insured by Canterbury Language Academy against illness, accident, theft, or any loss of personal effects. The school cannot accept responsibility for any accidents, illness or loss occurring during the course, on excursions, or during group activities or travel. Personal travel insurance cover is not expensive and is therefore strongly recommended. CLA can assist with where to get this cover if necessary. Please ask at reception for the instructions to have your Medibank Card sent to your home.

Dentist

You can go to a dentist near the school – please ask at Reception. You will have to pay for treatment.

Medical Treatment

Students who hold student visas have compulsory health insurance. When visiting the doctor show your health insurance card and the Receptionist will give you the necessary forms to fill out in order to get a refund. If you do not have your health insurance card at the time of going to the doctor's, do not worry. You can still get a refund as you are insured from the time you arrive in Australia; just make sure you always keep your receipt from the doctor's. Your card may take a month or so to arrive (by post). You can ask at Reception about how to claim a medical refund (with or without a card).

Counselling Service

CLA provides counselling services to students with personal or academic problems. This service is free and private. If you feel that you need to talk to someone about your problems, please make an appointment to see the Director of Studies or Student Counsellor on Level 4 at the reception, if needed.

Support with work

CLA provides job-seeking support to students who are looking for part time or casual work. We provide you with information such as applying for Tax File Number, working rights in Australia, and possible types of part-time or casual jobs that students can do. If you need support with job-seeking or job information, make appointment to see the Director of Studies.

Places of Worship

Please see Reception if you need information/ addresses of places of worship in Sydney.

Public Transport

Opal Cards can be purchased at all major stations and at newsagencies. For information visit <http://www.131500.com.au>. The Opal Card can be used on all trains, buses and ferries and can be topped up online or at a newsagency.

If you live with a host family, they will help you purchase an Opal Card and show you how to travel from their place to the school and back again. You can find out about local transport – times, bus numbers, bus stops etc. in the section “Important contact details”. Please note that part-time international students are not eligible for ‘concession’ Opal Cards and must buy ‘adult’ Opal Cards.

Average weekly living expenses in Sydney

Accommodation (sharing)	\$150 - \$250 per week (will depend on suburb you live in)
Food/ Groceries	\$ 80 per week
Travel	\$ 30-\$60 per week (will depend on distance travelled)
Phone / other bills	\$ 30 per week
Eating out	\$ 40 per week (will depend on the restaurant/ cafe you eat)
Miscellaneous	\$ 30
Average expenditure	\$ 250 - \$400 per week

Accommodation/Home stay

If a student requires the school to arrange home stay or other types of accommodation the Student Services staff can be contacted for assistance. In Sydney, most students stay in the following three types of accommodation:

Accommodation type	Price
Home stay double	Approximately AUD\$245 per week
Home stay single	Approximately AUD\$270 per week
Home Stay Extra Nights	Approximately AUD\$39 per week

Please note the above pricing is only an approximate amount and is subject to change or variation depending on the accommodation arrangements.

Ensure you have enough money to cover the cost of your study without having to supplement your income by taking part-time or vacation employment, which is not always available.

Local shops and services

In Sydney there are numerous places to eat, drink, shop or just visit. There are many cafes and restaurants near the school where you can buy lunch. Should you need advice, please go to Reception. The closest supermarket, Woolworths is on the corner of Elizabeth and Foveaux Street, Surry Hills, across from Central train station. Please remember that in Australia we have very strict licensing laws, and you must be 18 or over to purchase alcohol and cigarettes.

Banks – The Commonwealth Bank is located at the corner of Foveaux & Elizabeth Street (1 min walk from the school).

Restaurants and Cafes – There are cafes in restaurants throughout the city and Surry Hills.

Internet Facilities - You can use the internet in the school but there are also numerous internet cafés in the city. Please note that any student found accessing and/or storing pornographic material will be asked to leave the school immediately and can lead to dismissal.

Things to see and do

There are many things to see and do in Sydney, from having a barbeque on the beach to seeing a show at the Opera House!

If you want further information, go to reception where we have information about sports you can do locally, including swimming, gyms, tennis, golf, surfing, and other water sports. We also have information about dance classes, art, and cookery. Whatever your interests are, we can help you to find a place to practise them in this exciting city!

Critical Incident and Emergency Management

Under Standard 6 of the National Code 2018, CLA will support students to adjust to study and "life in Australia", to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. The intension of Standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

Critical incidents are not limited to but could include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Domestic violence, sexual assault, physical assault, drug, or alcohol abuse
- Non-life-threatening events could still qualify as critical incidents occurring at CLA

A CLA incident report must be completed at all times. If an incident has occurred at CLA and involves death, serious injury or a threat to life or property, **the following people should be contacted immediately:**

- Director of Studies – Afonso Caxala – dos@canterburyla.com.au – Mobile: 0413 818 332
- Campus Director – Gajinder Paul – gpaul@usqsydney.nsw.edu.au – Mobile: 0414 780 573

Key details to be reported

- time of incident
- location of incident
- nature of incident (e.g., threat, accident, death, or injury)
- names and roles of people involved

Important contact details for students

Information required on	Source	Contact details
<i>Overseas Health Cover (OSHC)</i>	Medibank	https://www.medibankoshc.com.au/oshc-support/oshc-information/ All calls: 134 148 (within Australia)
<ul style="list-style-type: none"> • <i>Student Visa Conditions</i> • <i>Applying For Other Visas</i> 	Department of Home Affairs	http://www.homeaffairs.gov.au/ General Inquiries: 131 881
<i>Tax File Number (TFN)</i>	Australian Taxation Office (ATO)	http://www.ato.gov.au/
<i>Transport</i>	<ul style="list-style-type: none"> • City Rail • Sydney Buses 	www.cityrail.com.au http://www.sydneybuses.info/ http://www.131500.com.au
<i>Taxi Information</i>	<ul style="list-style-type: none"> • Taxi's Combined • Premier Cabs 	131 008 www.131008.com 131 017 www.premiercabs.com.au
<ul style="list-style-type: none"> • <i>Information On Renting</i> • <i>Real Estate Agents</i> 	<ul style="list-style-type: none"> • NSW Office Of Fair Trading • Domain 	www.fairtrading.com.au www.domain.com.au
<i>Emergency (Fire, Police, Ambulance)</i>	Dial in an emergency	000
<i>Drug And Alcohol</i>	Centre for Drug and Alcohol NSW Health	Level 3, 73 Miller Street North Sydney 2059 http://www.health.nsw.gov.au/public-health/dpb/about.htm
<i>Family Planning</i>	FPH Healthline	328-2336 Liverpool Road, Ashfield Phone: 02 8752 4300
<i>Pregnancy Help</i>	Centacare, Sydney	http://www.familyrelationships.org/sydney/Pregnancy_Counselling1,77.html Free call: 1800 063 510 Office: (02) 9793 7522 Direct Mobile: 0438 208 271
<i>Emergency counselling / helpline</i>	The Dariusaritans	02 4960 7100
<i>NSW COVID-19 Student Help Hub</i>	Study NSW	https://www.study.sydney/programs/covid-19-help-hub Study NSW Frequently asked questions: https://www.study.sydney/return/frequently-asked-questions
<i>To download NSW COVID-19 safety check-in App</i>	Service NSW	https://www.service.nsw.gov.au/campaign/service-nsw-mobile-app

Service NSW International Student Services	Service NSW	Website: https://www.service.nsw.gov.au/guide/suport-international-students Phone: 13 77 88
<i>FAQ: COVID visa and travel advice for international students from the Australian Government</i>	Study Australia	https://www.studyaustralia.gov.au/english/visas-travel-covid-19/study-in-australia-student-support/travel-visas
Dedicated Hotline for International Students	International Students who have been affected by COVID-19 (within Australia)	Phone: 1300 981 621 (within Australia) 8am – 8pm, Mon-Fri To subscribe to updates from Study NSW: https://sydney.us11.list-manage.com/subscribe?u=32b48cc5b75e4752f7cd51784&id=6ace6c76d0
<i>Foreign embassies and-consulates in Australia</i>	Department of Foreign Affairs and Trade (DFAT)	Website: https://www.dfat.gov.au/about-us/foreign-embassies/pages/foreign-embassies-and-consulates-in-australia
<i>Australian Embassies and Consulates Overseas</i>	Department of Foreign Affairs and Trade (DFAT)	Website: https://www.dfat.gov.au/about-us/our-locations/missions/our-embassies-and-consulates-overseas
<i>School emergency numbers (outside office hours)</i>	Navneet Mago (Manu)	0413 656 896

Other Helpful Hints

Important laws

- **Drinking Age** – 18; Drugs are illegal in Australia; Littering attracts a fine; J-walking (crossing the road away from a pedestrian crossing) is illegal in Australia.
- **Be careful of your property.** Do not leave valuables (e.g., your bag) unattended either in the school or in public places. Always watch your bag/belongings in coffee shops and when walking in the streets. Do not carry too much money around with you.
- **Night and weekend transport.** Please note that buses and trains do not run as frequently or as early or late at night/weekends.
- **Personal Safety.** Personal Safety. Always tell a friend, classmate and/or housemate where you are going and approximately the time you will be back, especially if you are travelling at night.
- **Working in Australia:**
 - To work legally in Australia, you need to apply for a Tax File Number (TFN) from the Australian Taxation Office. You will need to give this number to your employer.
 - If you are on a **Student Visa** – you have work conditions, you must follow:
 - You cannot work until you have commenced your course in Australia
 - Once your course has commenced you are allowed to work maximum 40 hours per fortnight (2 weeks) when **your course is in session**. You can only work unlimited hours when your course is **out of session (i.e., study break)**. This includes **unpaid/voluntary work**. Please refer to the Department of Home Affairs website for up-to-date information: <https://www.homeaffairs.gov.au/trav/stud/more/work-conditions-for-student-visa-holders>

Student ID Cards

While our student ID card cannot be used to receive discounts on local trains and buses, some long-distance bus companies, tourist attractions and movie theatres will give discounts on presentation of your card.

Exams

If you would like to sit for an exam such as IELTS, TOEIC, TOEFL, Cambridge PET, First Certificate, etc. please contact Reception. The School can help you book most of the exams listed.

Further Study and extending English course

Further Study

When you have finished studying English, you may want to do another type of course elsewhere. If you would like advice, make an appointment to see a staff member via the Reception desk. You should plan for your next course at least 2 months before your CLA course finishes. You will need this much time to process your enrolment and to apply for a new visa. Canterbury Language Academy has pathway agreements with some Australian vocational Schools. Please contact reception for further information.

Use of computing and electronic resources

Use of CLA computers

Canterbury Language Academy recognises that computer and electronic resources are a valuable source of learning and information relevant to educational programs. You are encouraged to make use of these resources for purposes relating to study being undertaken through the school.

CLA provides computers for you to use under the following conditions. Please respect these conditions and the security measures in place on computers. If you do not follow these conditions, you will not be allowed to use computers. If you think there is a problem, please advise a member of staff.

With the internet and e-mail it is strictly forbidden to:

- access the Internet except by the official connection visit pornographic or offensive sites,
- send abusive or offensive emails, download files (virus danger; copyright problems; slowing the system),
- open e-mail attachments unless you recognise the sender's name and there is a title line,
- open email attachments which are an EXE file, send large attachments (graphics or any file over 500K in size),
- play interactive or on-line games.

With hardware or software, it is strictly forbidden to:

- plug or unplug any cables or devices
- change the configuration of any hardware, attach, or detach any hardware
- install or download any software (including screen savers, games, and graphics)
- run a program received via email/internet
- copy software or computer data or send it outside CLA via email
- attempt to access any data or functions which you do not have authority to access
- copy or delete other users' word-processed files on drive W
- insert any diskettes or memory sticks into any PC

Refund Policy

As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if CLA is unable to offer the course.

- In the event of visa refusal, application fee (\$150) is not refundable
 - Refund on basis of visa rejection will require copy of the visa rejection notification from the Australian High Commission/Department of Home Affairs and the official CLA receipt
- Accommodation deposit and Airport Pickup fees are refundable if the visa is not granted
- Tuition fees, Overseas Student Health Cover are refundable where:
 - CLA is advised of the cancellation 28 days or more before the course starts
 - Australia High Commission rejects a visa application
- Requests for refund must be made in writing
- CLA will send the refund to the applicant unless otherwise instructed and authorised in writing
- Tuition fee is not transferable to any other institution or student but may be transferable to other courses at CLA
- If a student withdraws from the course once it has commenced no refund of fees is given
- If a student has given misleading information to CLA, a CLA approved agent and/or any Commonwealth agency of Australia, no refund will be given.
- Under compassionate circumstances such as bereavement (e.g., death of family member) CLA will make a decision of refund on student's fees.
- All refunds will be payable in Australian Dollars. CLA will forward the refund to the applicant's country of origin unless otherwise authorised in writing and in special circumstances.
- CLA will give the student a refund statement that explains how the amount has been worked out.
- The refund is processed within approximately 4 weeks.
- In the event CLA defaults, students are protected by the provisions of the ESOS Act 2000, ESOS Regulations 2001 and the Tuition Protection Scheme 2012
- A student dissatisfied with the refund decision handed down by CLA has the right to pursue other legal remedies, which includes independent complaints and appeal handling services provided by a mediation company appointed by CLA.
- This agreement does not remove the right to take further action under Australia's consumer protection laws.
- Students will be advised of this policy before any payment is made to CLA. CLA will not accept any payment from an overseas student or intending overseas student unless the student has received a copy of this refund agreement.

Other policies & information

If you would like to access Canterbury Language Academy policies on other related matters as listed below, please contact the Campus Director Shailendra (Nick) Kumar on:

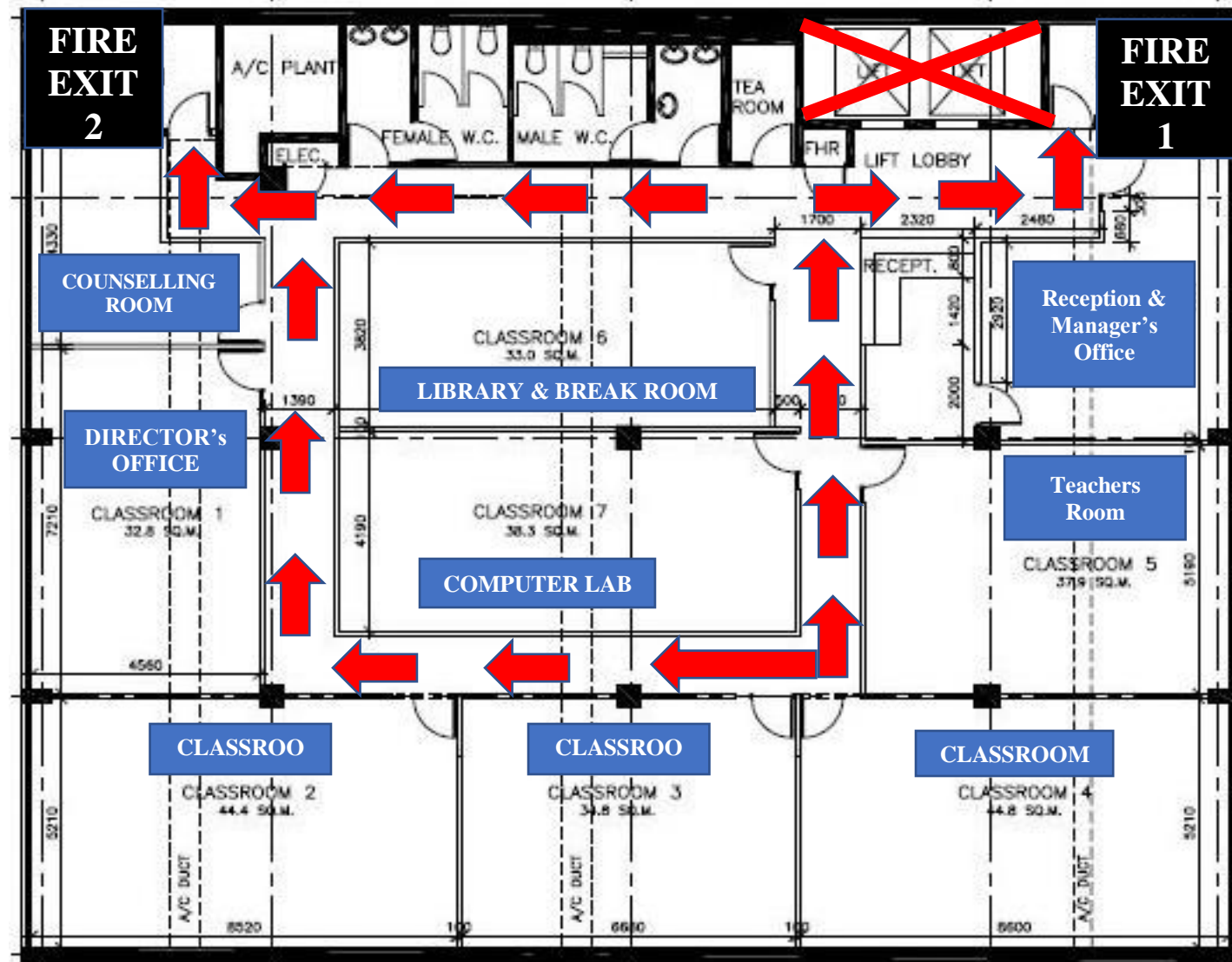
Phone: +612 92803733 Email: nick@usqsydney.nsw.edu.au

- Fees & Charges
- Overseas Student Health Cover (OSHC) – (For students on a student visa)
- Refunds
- Attendance Policy
- Transfers between Registered Providers
- Student Discipline
- Disciplinary & Dismissal Procedures
- 2.11 Examination & Class Work
- Academic & Behavioural Misconduct
- Student Records
- Students Facilities
- Occupational Health & Safety
- Emergency Procedures

Fire & Emergency Evacuation

During the Orientation, all students will be informed about the 'Emergency Fire Procedure'. Students are made aware of the emergency meeting points and what to do in case there is a test drill or real fire drill.

Fire Exit Plans – Level 4, 29-37 Bellevue Street



FIRE EXIT 1

1. Located next to lifts, this fire exit enters onto Bellevue Street.
2. As you leave the building, turn right and walk straight to corner of Bellevue Street and Foveaux Street for assembly area.

Assembly Area CLA 1: Outside Wandee Thai Restaurant on Foveaux Street.

FIRE EXIT 2

Located at rear end of building (next to plant room). This exit leads out to Bellevue Lane. As you enter Bellevue Lane, turn left.

Assembly Area CLA 2: Corner of Belmore Lane and Belmore Street